

**II. INVESTIGATIVE, ASSESSMENT FUNCTIONS (services 24-29)**  
**CPS Chapter 48 clients only**

## **Service 24: Child Abuse and Neglect Report Hotline.**

**Description:** A communications system that provides for immediate and direct telephone contact between a person who is concerned that a child in the community may be abused or neglected and a professional in the public child welfare system who is trained to receive and screen such calls.

**Population:** CPS Chapter 48 clients only

### **Question #1: Availability of Service**

- A: This service is  
\_\_\_\_\_available  
\_\_\_\_\_not available
- B: Has the availability of the service changed in the past five years?  
\_\_\_\_\_More available  
\_\_\_\_\_Less available  
\_\_\_\_\_Same availability

### **Question #2: Importance of Service**

A: Is this service important to child safety and permanency? (Check appropriate boxes)

	<b>CHILD SAFETY</b>	<b>PERMANENCY</b>
	Child Welfare Families	Child Welfare Families
Very Important		
Moderately Important		
Somewhat Important		
Not Important		
Not Relevant		

Comments: \_\_\_\_\_

### **Question #3: Accessibility of Service**

- A: Is this service accessible (check all that apply):  
\_\_\_\_\_Locally (within county)  
\_\_\_\_\_Outside of county  
                  \_\_\_\_\_within one hour  
                  \_\_\_\_\_more than one hour
- B: If this service is accessible:  
\_\_\_\_\_Immediate access (can provide within 7 days)  
\_\_\_\_\_Client can access within 7-14 days  
\_\_\_\_\_Client can access within 15-29 days  
\_\_\_\_\_Client can access within 30-90 days  
\_\_\_\_\_Client can access over 90 days/wait list for services  
\_\_\_\_\_Unknown
- C: This service is provided by (check all that apply):  
\_\_\_\_\_County child welfare staff

- ☐ Other county HSD/51.42 staff  
☐ Other county agencies  
☐ Purchase of service/contract staff  
☐ Community providers  
☐ State (DCFS or other agency)  
☐ Volunteers  
☐ Other (specify \_\_\_\_\_)

**Question #4: How is this service primarily funded? (check ONE primary source {highest percentage of funds utilized} and all secondary sources that apply)**

	Primary Source	Secondary Source
Community resource (no county funding)		
Fee for Service		
County funded		
Federal funded		
State allocation		
Insurance (including Medicaid)		
Private funding (foundation or individual grants)		

**Question #5: What barriers exist to client use of services? (check all that apply)**

Barrier	Frequent Barrier Affects Many Cases	Infrequent Barrier Affects Few Cases
Lack of providers		
Provider capacity limits		
Provider competency		
Public awareness of service		
Quality of service		
Transportation		
Medicaid Transportation		
Level of Reimbursement		
Effectiveness of service		
Geographic distance		
Lack of client cooperation		
Limited amount of funding		
Other (describe)_____		

Overall Comments (box):\_\_\_\_\_

## Service 25: Alternative Response Services.

Description: Child welfare agency procedures that allow for low risk CPS referrals to be handled through a family assessment approach instead of applying investigative procedures. Allows the agency to match the agency response to the severity of the report. Under alternative response, some type of assessment must be conducted.

**Population:** CPS Chapter 48 clients only

### Question #1: Availability of Service

- A: This service is  
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- B: Has the availability of the service changed in the past five years?  
\_\_\_\_\_More available  
\_\_\_\_\_Less available  
\_\_\_\_\_Same availability

### Question #2: Importance of Service

A: Is this service important to child safety and permanency? (Check appropriate boxes)

	CHILD SAFETY	PERMANENCY
	Child Welfare Families	Child Welfare Families
Very Important		
Moderately Important		
Somewhat Important		
Not Important		
Not Relevant		

Comments: \_\_\_\_\_

### Question #3: Accessibility of Service

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- C: This service is provided by (check all that apply):  
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\_\_\_\_\_Other county HSD/51.42 staff  
\_\_\_\_\_Other county agencies  
\_\_\_\_\_Purchase of service/contract staff  
\_\_\_\_\_Community providers

\_\_\_\_\_ State (DCFS or other agency)  
 \_\_\_\_\_ Volunteers  
 \_\_\_\_\_ Other (specify \_\_\_\_\_)

**Question #4: How is this service primarily funded? (check ONE primary source {highest percentage of funds utilized} and all secondary sources that apply)**

	Primary Source	Secondary Source
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County funded		
Federal funded		
State allocation		
Insurance (including Medicaid)		
Private funding (foundation or individual grants)		

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Provider competency		
Public awareness of service		
Quality of service		
Transportation		
Medicaid Transportation		
Level of Reimbursement		
Effectiveness of service		
Geographic distance		
Lack of client cooperation		
Limited amount of funding		
Other (describe)_____		

Overall Comments (box):\_\_\_\_\_

## Service 26: Ongoing Safety Assessments.

**Description:** Ongoing safety assessments assess the continuing safety of the child. Assessments identify and measure the level of risks that a child may be experiencing. Risks should be assessed on an ongoing basis throughout the life of the case without regard to where the child resides, be it at home, with a relative, or in a foster care or other placement.

**Population:** CPS Chapter 48 clients only

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\_\_\_\_\_More available  
\_\_\_\_\_Less available  
\_\_\_\_\_Same availability

### Question #2: Importance of Service

A: Is this service important to child safety and permanency? (Check appropriate boxes)

	CHILD SAFETY	PERMANENCY
	Child Welfare Families	Child Welfare Families
Very Important		
Moderately Important		
Somewhat Important		
Not Important		
Not Relevant		

Comments: \_\_\_\_\_

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\_\_\_\_\_Client can access within 15-29 days  
\_\_\_\_\_Client can access within 30-90 days  
\_\_\_\_\_Client can access over 90 days/wait list for services  
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- C: This service is provided by (check all that apply):  
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\_\_\_\_\_Other county HSD/51.42 staff  
\_\_\_\_\_Other county agencies  
\_\_\_\_\_Purchase of service/contract staff

☐ Community providers  
☐ State (DCFS or other agency)  
☐ Volunteers  
☐ Other (specify \_\_\_\_\_)

**Question #4: How is this service primarily funded? (check ONE primary source {highest percentage of funds utilized} and all secondary sources that apply)**

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Transportation		
Medicaid Transportation		
Level of Reimbursement		
Effectiveness of service		
Geographic distance		
Lack of client cooperation		
Limited amount of funding		
Other (describe)_____		

Overall Comments (box):\_\_\_\_\_

## Service 27: Family Assessment.

**Description:** Family assessment involves a series of direct contacts with the family to objectively assess and support the family in creating long-term solutions related to identified safety and risk issues and any underlying factors that contribute to actual or potential maltreatment. It also includes identifying the family's strengths, making collateral contacts, conducting specialized screens, and referring families for specialized assessments to obtain a complete picture of the family.

**Population:** CPS Chapter 48 clients only

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- B: Has the availability of the service changed in the past five years?  
\_\_\_\_More available  
\_\_\_\_Less available  
\_\_\_\_Same availability

### Question #2: Importance of Service

A: Is this service important to child safety and permanency? (Check appropriate boxes)

	CHILD SAFETY	PERMANENCY
	Child Welfare Families	Child Welfare Families
Very Important		
Moderately Important		
Somewhat Important		
Not Important		
Not Relevant		

Comments: \_\_\_\_\_

### Question #3: Accessibility of Service

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\_\_\_\_Client can access within 30-90 days  
\_\_\_\_Client can access over 90 days/wait list for services  
\_\_\_\_Unknown
- C: This service is provided by (check all that apply):  
\_\_\_\_County child welfare staff  
\_\_\_\_Other county HSD/51.42 staff

- ☐ Other county agencies  
☐ Purchase of service/contract staff  
☐ Community providers  
☐ State (DCFS or other agency)  
☐ Volunteers  
☐ Other (specify \_\_\_\_\_)

**Question #4: How is this service primarily funded? (check ONE primary source {highest percentage of funds utilized} and all secondary sources that apply)**

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Public awareness of service		
Quality of service		
Transportation		
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Level of Reimbursement		
Effectiveness of service		
Geographic distance		
Lack of client cooperation		
Limited amount of funding		
Other (describe)_____		

Overall Comments (box):\_\_\_\_\_

## Service 28: Child Protection Services (CPS)/Domestic Violence Procedures.

**Description:** Procedures that are followed when there is an allegation of domestic violence in the presence of children. Procedures that are followed to obtain a protective court order when domestic violence has occurred in the presence of children. Collaboration with Domestic Violence providers (MOU's regarding sharing of information etc.).

**Population:** CPS Chapter 48 clients only

### Question #1: Availability of Service

- A: This service is  
☐ available  
☐ not available
- B: Has the availability of the service changed in the past five years?  
☐ More available  
☐ Less available  
☐ Same availability

### Question #2: Importance of Service

A: Is this service important to child safety and permanency? (Check appropriate boxes)

	CHILD SAFETY	PERMANENCY
	Child Welfare Families	Child Welfare Families
Very Important		
Moderately Important		
Somewhat Important		
Not Important		
Not Relevant		

Comments: \_\_\_\_\_

### Question #3: Accessibility of Service

- A: Is this service accessible (check all that apply):  
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☐ Outside of county  
     ☐ within one hour  
     ☐ more than one hour
- B: If this service is accessible:  
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☐ Client can access within 15-29 days  
☐ Client can access within 30-90 days  
☐ Client can access over 90 days/wait list for services  
☐ Unknown
- C: This service is provided by (check all that apply):  
☐ County child welfare staff  
☐ Other county HSD/51.42 staff

- ☐ Other county agencies  
☐ Purchase of service/contract staff  
☐ Community providers  
☐ State (DCFS or other agency)  
☐ Volunteers  
☐ Other (specify \_\_\_\_\_)

**Question #4: How is this service primarily funded? (check ONE primary source {highest percentage of funds utilized} and all secondary sources that apply)**

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Medicaid Transportation		
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Geographic distance		
Lack of client cooperation		
Limited amount of funding		
Other (describe)_____		

Overall Comments (box):\_\_\_\_\_

## Service 29: Forensic Interview Facilities

**Description:** One-stop, child friendly environments where law enforcement, medical, and CPS staff investigate child sexual abuse and/or severe physical abuse, eliminating the need for multiple interviews of child victims.

**Population:** CPS Chapter 48 clients only

### Question #1: Availability of Service

A: This service is

\_\_\_\_\_available

\_\_\_\_\_not available

B: Has the availability of the service changed in the past five years?

\_\_\_\_\_More available

\_\_\_\_\_Less available

\_\_\_\_\_Same availability

### Question #2: Importance of Service

A: Is this service important to child safety and permanency? (Check appropriate boxes)

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Not Relevant		

Comments: \_\_\_\_\_

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\_\_\_\_\_Client can access within 30-90 days

\_\_\_\_\_Client can access over 90 days/wait list for services

\_\_\_\_\_Unknown

C: This service is provided by (check all that apply):

\_\_\_\_\_County child welfare staff

\_\_\_\_\_Other county HSD/51.42 staff

\_\_\_\_\_Other county agencies

\_\_\_\_\_Purchase of service/contract staff

\_\_\_\_\_Community providers

\_\_\_\_\_ State (DCFS or other agency)  
 \_\_\_\_\_ Volunteers  
 \_\_\_\_\_ Other (specify \_\_\_\_\_)

**Question #4: How is this service primarily funded? (check ONE primary source {highest percentage of funds utilized} and all secondary sources that apply)**

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Effectiveness of service		
Geographic distance		
Lack of client cooperation		
Limited amount of funding		
Other (describe)_____		

Overall Comments (box):\_\_\_\_\_